Dispute/Fraud

Dispute/Fraud is classified as an unauthorized transaction made with a lost, stolen or compromised Travel Card. Any fraudulent charges posted to your account should be reported to the bank immediately. If a transaction appears on your account that is inaccurate due to a vendor error, double-billing or billing an incorrect amount, first contact the vendor and attempt to resolve the issue. If you are unsuccessful in resolving the issue with the vendor, you should contact the bank by calling the number on the back of your card. The bank will get dispute information from you and attempt to resolve the issue with the merchant on your behalf. They will issue a credit to your Travel Card and will contact you directly if more information is needed. Both the disputed/fraudulent transaction and accompanying credit should be coded as Dispute/Fraud. Please use this guide to appropriately expense Dispute/Fraud.

Accessing Concur

1. Go to Travel.ou.edu and login with your 4x4 or username.
2. Click Expense from the main menu and either select + Create New Report or access an open report by clicking on the report name.
3. For more information on how to complete the report header, see the Report Header job aid.

Travel Card Charges

4. To expense a Travel Card charge, select Add Expense.

5. The available card charges will appear under the Available Expenses tab in the pop-up window.
6. Click the box to the left of the transaction and click Add To Report to pull the charge over to the expense report.
Dispute/Fraud

7. Click on the transaction.
8. Either type in Dispute/Fraud in the Expense Type search bar or scroll through the list of expense types and select Dispute/Fraud.
9. This will be the expense type for both the charge and credit.
10. No other information or receipts are required for Dispute/Fraud charges.
11. Click Save Expense at the bottom left or top right of the transaction.

Additional Information
12. When possible, both the erroneous charge and credit should be combined on the same report.
13. If there are no other expenses, both the Dispute/Fraud charge and credit can be submitted on a zero-dollar report.